



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

AT&T Communications of Illinois, Inc.
for quarter ending December 31, 2011

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.60	0.80	1.30	0.90
B. Operator Answer Time - Information [730.510(a)(1)]	8.64	7.95	8.34	8.31
C. Repair Office Answer Time [730.510(b)(1)]	32.00	45.94	71.33 *	49.76
D. Business or Customer Service Answer Time [730.510(b)(1)]	28.19	43.97	38.83	37.00
E. Percent of Service Installations [730.540(a)]	100.00%	94.03%	95.98%	96.67%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	90.32% *	81.25% *	85.45% *	85.67% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.07	0.08	0.11	0.09
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	2.83%	0.94%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

Item C results met for the qtr on avg. D represents ntl/multi-state results. F results as per PA 096-0927. F results missed by <4 troubles on avg per month. Results for Item I not available.



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